

The CP Connection

The Community Partner Newsletter

Issue 38



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*Cakes are special.
Every birthday, every
celebration ends with
something sweet, a
cake, and people
remember. It's all
about the memories.*

”

—Buddy Valastro

Happy Fourth Birthday, My Health LA (MHLA)!

Happy Birthday, MHLA! This October marks the fourth year of the MHLA program. It is hard to believe that so much time has passed since we were in planning mode for the program launch. It has been a pleasure to work with all of you and to see the MHLA program grow and change. I would like to take this time to say thank you, congratulate all of us, and thank you for the time and work you put into making this program so successful.

Over the past four years, we have witnessed a steady increase in membership, reflecting how successful and meaningful the program has been to our enrollees. As of August of this year, we had 148,786 enrollees in the program. Compare that to the 28,268 enrollees we had in August 2015! We have also all worked hard towards a steady average of 72% renewals or re-enrollment rate over the past two fiscal years. This tells us that they want to stay in the program when MHLA participants

enroll in the program. We have had almost 261,000 unique participants in the program since it began.

Our partnership with the clinics have also grown over the years. We now have 210 clinic sites available to our MHLA participants. We now reach as far east as Pomona, as far south as Long Beach, as far west as Val Verde, and as far north as Lancaster.

Since our inaugural year, we have grown in important ways. We have expanded our pharmacy services, and our connections to mental health and substance abuse treatments have improved. We now connect patients from the DHS emergency room to MHLA enrollment more quickly than we ever have. As we grow older, we are also growing wiser.

Happy Birthday, My Health LA!

~Amy Luftig Viste, Program Director, MHLA

MHLA Program Office and MHLA Clinics at Care Harbor this October!

My Health LA (MHLA) and the MHLA clinics returned to the Care Harbor mega clinic event to provide outreach services this year. The event took place on October 13-15, 2018, at The REEF in Downtown Los Angeles.

The Care Harbor event is a unique Los Angeles event. It connects un- and under-insured residents of Los Angeles County to the health care they need. Every year, our staff from MHLA and the County's Department of Health Services (DHS) volunteer at Care Harbor with an information booth.

Visitors who visit the MHLA information booth learn about the services provided by the program and the MHLA clinics. Visitors also get MHLA branded hand sanitizers with MHLA Member Services' phone number on them.

Erick Morales, Lisa Finkelstein, Roy Barker, Roberto Hubbard, Raymond Plaza, Francia Nava, Ana Arriola, Jennifer Estrada, and Linda Romero from DHS and MHLA volunteered at the event this year.

"It was a long weekend, but rewarding as always when folks thank you for inviting them to join," said Morales. "This year we had a high number of active participants who did not know how or when to renew. We briefed them on how and reminded them about our call center always being there for any questions they may have. The [County's] Mental Health, Public Health, and [Public Social Services]

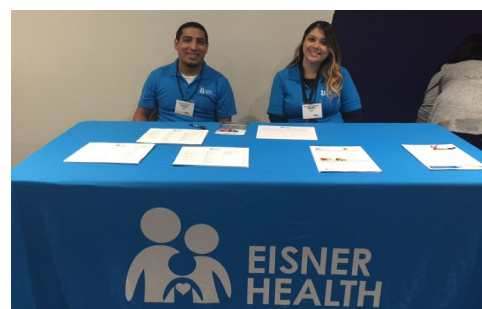
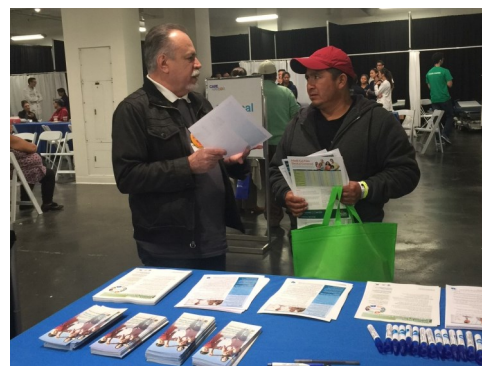
and public health educators requested as many flyers as we can spare."

Staff and information booths from Eisner Health, Los Angeles Christian Health Centers, Queenscare Health Centers, South Bay Family Health Care, St. John's Well Child and Family Center, and the Los Angeles Free Clinic dba Saban Community Clinic were also there.

Care Harbor is a nonprofit, volunteer-based charity. It organizes events to provide free medical, dental, and eye care services. Many licensed health service providers volunteer there. They provide free clinical services to those who cannot afford health care services. The event encourages patients to follow up with their doctors if they have one.

The Los Angeles County Board of Supervisors encourages MHLA to attend the Care Harbor event each year. We are proud to be at the table with our MHLA partners. We are also proud to meet and talk about MHLA with those who are not insured.

Year after year, this event shows us how much people in our community remain un- and underinsured. It also reminds us how many people need basic health care and dental services, which are still so hard to come by for so many low-income Angelenos.



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The Community Partner Newsletter
of My Health LA

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